

## **REMARKS**

Applicants respectfully request reconsideration of this application as amended.

Without concession as to the propriety of the outstanding rejection, and by this amendment, the independent claims have been amended to recite more specific features of this invention. Specifically, the independent claims have been amended to recite that raw diagnostic information is obtained from one or more DSL sources utilizing a high-layer protocol.

In contrast, Sewell is directed toward systems and methods for automating the tracking and monitoring of the repair process via automated malfunction analysis, diagnostic interface standardization, centralized maintenance and distribution of test scripts used by diagnostic devices and aggregation of analysis test data. A typical system according to Sewell may include a system processor and a system data store.

Also in contrast, Wookey is directed toward a computer system used in monitoring another computer system provides both textual resolution information describing a likely solution for a problem encountered in the monitored computer system as well as component information that relates to the particular problem. The component information includes the various hardware, software and operating conditions found in the monitored computer system. The monitoring computer system determines if a condition of a predetermined severity exists in the monitored computer system according to diagnostic information provided from the monitored computer system. The diagnostic information is represented in the monitoring computer system as a hierarchical representation of the monitored computer system. The hierarchical representation provides present state information indicating the state of hardware and software components and operating conditions of the monitored computer system. The resolution information relating to the condition is retrieved from a resolution database and relevant component information is retrieved from the hierarchical representation of the computer system and presented to a support engineer to assist them in diagnosing the problem in the monitored computer system.

However, neither Sewell nor Wookey, which are used as the basis for the 35 U.S.C. §102 and §103 rejections, have any teaching, suggestion or disclosure of obtaining raw diagnostic information from one or more DSL sources utilizing a high-layer protocol as claimed.

Accordingly the claims are patentably distinguishable therefrom. The dependent claims are further patentably distinguishable for at least these reasons and the additional features recited therein.

For example, new claims 20 – 23 have been added and are directed to clarifying specific aspects of the invention related to the DSL sources. Each reference is devoid of these features.

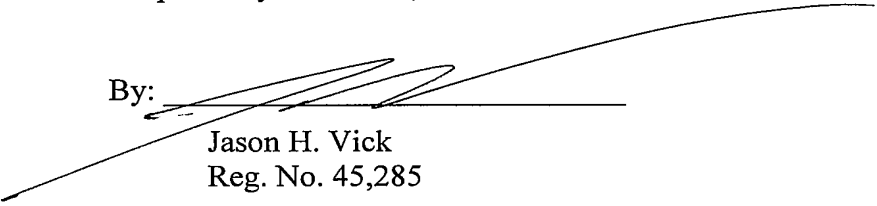
Based on the foregoing, Applicants believe that all pending claims are in condition for allowance and such disposition is respectfully requested. In the event that a telephone conversation would further prosecution and/or expedite allowance, the Examiner is invited to contact the undersigned.

The Commissioner is hereby authorized to charge to Deposit Account No. 19-1970 (5550-32) any fees under 37 C.F.R. §§ 1.16 and 1.17 that may be required by this paper and to credit any overpayment to that Account. If any extension of time is required in connection with the filing of this paper and has not been separately requested, such extension is hereby Petitioned.

Respectfully submitted,

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